

## Continuous Program Improvement (CPI) Monthly Support Call *Training & Support Tool*

Wednesday, December 3<sup>rd</sup>

ETR Associates

Kris Freiwald, Gina Lepore, BA Laris, Lisa Unti & Karin Coyle

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### Before we get started...

- Press \*6 to mute and \*7 to un-mute. Please mute your phone now.
- If you have a question, please tell us your name and agency before asking your question.
- This PowerPoint presentation and a brief feedback survey can be accessed from the ETR website at [www.etr.org/ofp](http://www.etr.org/ofp).
  - Click on Left sidebar – “Upcoming Events”
  - then under “CPI Monthly Support Calls”

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### CPI Resources

- TPP CPI Tool Kit
  - Word versions of each tool are available from your Evaluation Liaison to adapt for your needs.
- ETR Website – [www.etr.org/ofp](http://www.etr.org/ofp)
  - Complete Tool Kits including all appendices are available under the “CPI and Statewide Evaluation” left side-bar heading.
- Activity Checklists for all CPI tools
  - These checklists are available for TPP agencies from Evaluation Liaisons.
- Evaluation Liaison

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## CPI Tool Kit Overview

- The CPI Tool Kit provides evaluation tools to help agencies look at aspects of their pregnancy prevention programs in a systematic way for the purpose of program improvements.
- The continuous program improvement process can help your agency strengthen or enhance what you are currently doing.
- CPI results are not intended to compare your program to others.

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## Training and Support Tool

- Designed to look at current training and support activities for staff.
- Assessing needs from two perspectives:
  - Completed by the person responsible for overseeing and monitoring staff (Part 1).
  - Completed by the health educators or outreach workers working directly with clients (Part 2).
- Can be used periodically (e.g., prior to annual staff training, when working with a new population).

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## Training and Support Tool Requirements

- There are two parts of this tool to be completed:
  - Part 1: Training and Support Program Tool (Appendix 5A).
  - Part 2: Educator Self Assessment (Appendix 5B).
- Note: If you use Peer Educators in your program, there are modified versions of each tool to be used with peer educators (Appendix 5C.1 & 5C.2).

**NOTE:** These assessments are a source of CPI data; not a personnel evaluation.

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### Step 1: Complete Tool Training and Support Program Tool

- Part One: Program Director or Supervisor.
  - Completed by program director and/or training coordinator.
  - Can help supervisors identify potential areas for increased administrative support.
  - Reviews current training practices, approaches to providing on-going staff support, and characteristics of health educators or outreach workers.

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### Step 1: Complete Tool Educator Self-Assessment

- Part Two: Educator or Outreach Staff Self Assessment Tool.
  - Completed by educators/outreach staff/peer educators.
  - Designed to allow educators and outreach staff to assess level of comfort and preparedness to implement curriculum.
  - Also allows staff to identify training and support needs.

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### Step 2: Summarize Data

- This involves a two-step process of summarizing data from:
  - Part 1: Training and Support Program Tool.
  - Part 2: Educator Self Assessment Tool.

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## Step 2: Summarize Data

- Training and Support Program Tool (Part 1).
  - Review the responses to individual sections of the tool and then review overall responses to identify trends or patterns.
  - Identify possible changes that could be made to your training and support activities.
  - If more than one person completed any part of the tool, create a summary sheet and calculate responses to each item.

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## Step 2: Summarize Data

- Educator Self Assessment (Part 2).
  - Summarize the data from all of the educators that completed a self-assessment form.
    - Create a summary/tally sheet.
    - Calculate percentages of respondents.
    - Calculate average scores for scaled items.
  - Summarize open-ended items by common themes.

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## Step 3: Interpret Data

- Look at data from Parts 1 and 2 side by side.
  - Look for areas of agreement. Areas of disagreement?
  - Focus on items where there are differences between the ratings from the educators self-assessment and the ratings from the program tool.
  - Not all of the sections will overlap; look for patterns.
    - What is working well?
    - What can be strengthened?

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### Step 3: Interpret your Data

- Focus on common patterns.
  - What training and support areas were rated very well, not very well?
  - Which characteristics of effective educators and outreach staff were true for all staff?
  - What is working well? What is not?
- Plan your next steps.
  - Identify and prioritize possible changes.

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### Step 4: Report your Findings

- Prepare your *draft* CPI summary.
  - Refer to guidelines on page 5-15 for what to include in your summary.
- Refer to Appendix 5E for sample summaries.

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### Important CPI Dates

- By April 15<sup>th</sup> submit the following to your Evaluation Liaison and OFP Program Consultant:
  - Copies of your completed Training & Support Program Tool (Part 1) and tally sheet(s) from Educator Self-Assessment (Part 2).
  - *DRAFT* summary of your CPI results.
  - Evaluation Liaisons will provide feedback in approximately 3 weeks.
- By June 1<sup>st</sup> submit the following to your Evaluation Liaison and OFP Program Consultant:
  - Revised CPI Summary (as needed).
  - Completed CPI Feedback Form (online form Evaluation Liaison will send link with instructions).

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## Thank you!

- Open Question and Answer.
- We invite you to complete a brief feedback form about this call.
  - This survey can be accessed from the ETR website at [www.etr.org/ofp](http://www.etr.org/ofp).
    - Click on left sidebar – “CPI & Statewide Evaluation”
    - Then under “CPI Monthly Support Calls”

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